Logging into the CCTO Tool
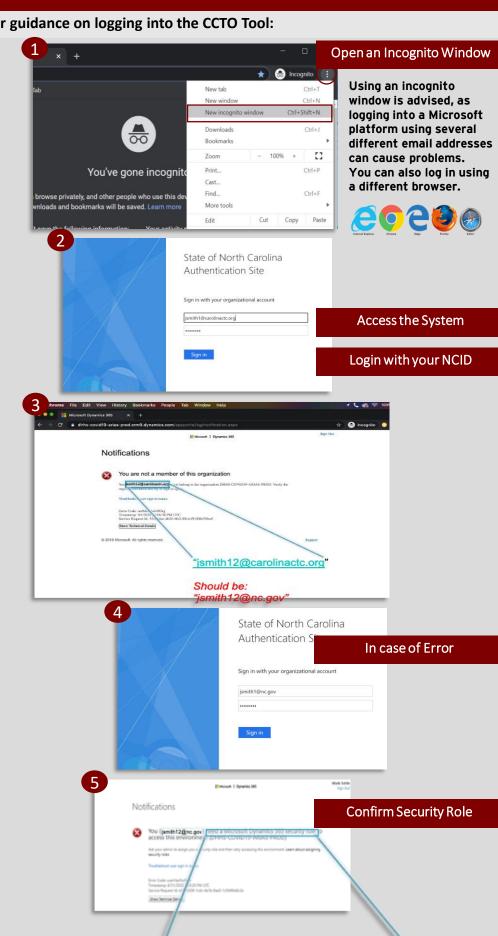## COVID-19 Community Team Outreach

See below for guidance on logging into the CCTO Tool:

To Log Into the CCTO Tool (Sandbox or Production System):

1. Open a 'Private' browser window. *In Chrome, this is called an 'Incognito window'. You can open an Incognito window by clicking the three vertical dots in the upper right-hand corner of the browser window.*

2. Click the corresponding link below to access the appropriate system:
   - Sandbox: https://dhhs-covid19-ccto-uat.crm9.dynamics.com/
   - Production: https://dhhs-covid19-ccto-prod.crm9.dynamics.com/

3. To log in, please use your NCID. If your NCID is 'jsmith12', you will login with 'jsmith12@nc.gov.' Do NOT use any other email address. *You could receive an error message if the system is attempting to log you in with another email. You will know this is the case if you see a different email in the error message.*

4. If you get the error message, you should first click 'Sign Out'. Then, try logging in again. Make sure you are using the correct login format (*jsmith12@nc.gov*).

5. If you have logged in with the correct credentials, but you are still receiving an error message, REVIEW THE STEPS IN THE TROUBLESHOOTING JOB AID. If you are still unsuccessful, you have likely NOT been granted a Dynamics 365 Security role. Please submit a ticket to the help desk through ServiceNow to request one.

1	Open an Incognito Window
2	Access the System
3	Login with your NCID
4	In case of Error
5	Confirm Security Role

REVIEW THE TROUBLESHOOTING JOB AID BEFORE CONTACTING THE HELP DESK.

1 Open an Incognito Window

Using an incognito window is advised, as logging into a Microsoft platform using several different email addresses can cause problems. You can also log in using a different browser.

Access the System

Login with your NCID

"jsmith12@carolinactc.org"

Should be: "jsmith12@nc.gov"

In case of Error

Confirm Security Role

"need a Dynamics 365 security role"